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ABSTRACT

This report provides information on the planning for and pilot testing of a new service called Enhanced Information Services for Administrators and Committees that was developed in 1990 by Electronic Information Services, a unit within the Reference Department of Indiana State University Libraries. The report begins with an early planning memo that provides a rationale for the service and lists eight proposed improvements to current services together with an indication of their current status if implementation had already begun (done, partly done). A personnel and cost matrix is then presented which assumes that a personal computer with a fixed disk and a near-letter-quality printer would be added to the equipment in the database room. Ten services are listed, ranging from telephone requests for services to document retrieval and delivery service. The library personnel involved--professional, support staff, and/or student assistants--are indicated for each service together with its approximate cost and possible source of funding. The current status is indicated for those already being implemented. Excerpts from the final plan include statements on the services offered, personnel involved, number of assignments, costs, identification of clients, method of approach, and evaluation methods. Copies of a memo to library faculty and a memo to selected faculty and administrators announcing a pilot test of the new service are provided together with a list of the recipients of the first round of memos. A chart depicting the Enhanced Information Services process, a tally of the results of an evaluation of the pilot test, and a copy of the questionnaire for users participating in the test are also provided. (BBM)

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The "Special" Academic Library: Enhanced Information Services for University Committees and Administrators

Poster Session presented at Online/CD-ROM 1990

Washington, DC

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Early Planning Memo

Indiana State University Libraries can unquestionably extend the research services currently offered to the universitycommunity: the questions that arise are, to what extent, to whom, and how? Currently online and CD-ROM database searches are done for anyone, interviews are usually done in person, but sometimes by phone, printed results are usually not rushed, no post-processing of results is done, and no attempt is made to supply items identified by a search. Changes could be made in all these areas, and more--at least, for a certain group of users.

Whatever extension is made of research services could quite justifiably be offered only to ISU faculty and administrators, due to resource constraints and to the need for students to continue to be actively involved in all aspects of the research process. Database searches would continue to be done for anyone who wanted them, and, of course, CD-ROMS would be available to all comers. Faculty and administrators, however, have research and work needs that could be filled more completely by "special library" type services, and they have no need to "prove" that they can do research.

There are quite a few improvements that could be made in the current services, short of the question of having librarians actually chose items to be passed onto clients (which I will address below):

1. A current awareness service could be set up, so that faculty who choose to could receive regular updates on their research interest. This could partly, and maybe entirely, be done by setting up profiles with the appropriate database vendor. The faculty member's department, or to some extent the library faculty grant, could be charged, and some limitations could be set, like one topic, one database, once a month, per customer.

Done. 2. We could be much more proactive in doing searches, for example, doing searches regularly based on reported committee activity or grant proposals and sending the literature to the appropriate committee or faculty member.

Done 3. We could take telephone requests much more easily; this may cause some problems, and perhaps we could still request interviews for those who haven't used the service before, but I know many faculty would appreciate faster access. (I already do quite a few searches this way.)

Done 4. We could do all prints online, immediately, or, for really large search sets, do the search on Dialog if at all possible, and use their next-day electronic mail print delivery. This would raise our costs some, but not substantially.

5. If, due to the kind of printing of results mentioned in #4, we have all results in machine-readable form, we can do some post-processing of them; this is a standard practice in special libraries. We could include a description of each database used, the fields in the records, and a simplified search strategy. We could separate items into the different types of material-- articles, books, documents, etc. If the faculty member preferred, or if the search was being done for committee work, we could limit the results to items held at ISU, or at least separate them into those we have and those we don't. We could also eliminate the obvious false drops.

Partly Done

6. As a background function to some of the above items, we could maintain a database of faculty profiles--what research a faculty member has done, what current awareness topic is being done for him/her, how he/she likes post-processing done, etc.

7. Although here I would expect the main involvement to be in Lending Services, we could actually retrieve, from our library or other places, the documents the faculty member needs from the search results.

Partly Done

8. When technology permits, we can send results electronically to a faculty member's terminal/micro.

Personnel and Cost Matrix

This matrix assumes that a personal computer with a fixed disk and a near-letter-quality printer would be added to the equipment in the database room. Services are listed roughly in order of easiest to add to hardest to add.

	Service	Staff* Prof.	SS	SA	Funds	Notes
Done	1. Telephone requests for searches	X				Will actually save prof. time, but may result in miscommunication.
Done	2. Get prints in machine-readable form	X	X			Done by printing online or via electronic mail. SS time to do downloading/ printing. Cost: $2 to $5 per srch additional. Fac. mbr. to provide disc.
Done	3. Get prints sooner	X	X			Same as #2. Already doing this some.
Done-SA does wp	4. Post-processing of prints	X	X			Prof. time to decide what post-processing to do;SS to do it w/word-processing.
Done	5. Provision of actual information-"a few good articles on...."	X				Prof. time to decide what to provide; would only work efficiently with avail. of doc. del. svce. (#10)

KEY
Prof.=Professional
SS=Support Staff
SA=Student Assistant(s)

	Service	Staff* Prof.	SS	SA	Funds	Notes
Done	6. Proactivity in doing searches	X		X	X	Prof. time to seek opportunities to do searches & to run them, SA to handle results. Cost to library: approx. $10/srch.
	7. Current awareness service	X		X	X	Could be provided through database vendors; prof. time to set up profile, SA to handle results. Cost per update: $10 to $20 - passed back to dept.?
	8. Database of faculty	X	X			Prof. to set up; SS to enter data.
	9. Citation verification	X	X	X	X	Prof. to do difficult verifications, SS to do others, SA to look up items in srch/ILL records. Cost: if database srch needed, about $5 per srch.
Partly Done	10. Document retrieval and delivery service	X	X	X	X	Assume would be done thru Lending Svces. Prof. & SS to supervise, SA to retrieve, copy, & deliver. Costs for copying - charge to dept.

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Prof.=Professional
SS=Support Staff
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Final Plan Excerpts

...**Enhanced information services for committees and administrators** includes database searching, item retrieval, literature scanning, and data analysis for University committees and administrators. A pilot of this services would be done in Fall 1990.

Personnel involved: Pat Ensor and Steve Hardin, Graduate Assistant or Student Assistant for 10 hours per week for CD-ROM searching, photocopying, item retrieval, etc.

Number of assignments: 3 to 5, depending on topics

Costs: No more than $20 each assignment for online searching; could be considered part of ready reference searching budget.

Identification of Clients:

1) Contact with Dean's Council and Vice President Clokey.

2) Contact all library faculty to find committees they're on.

3) Scan University Notes.

4) Seek information in Faculty Senate.

5) Seek other word-of-mouth.

Method of Approach: Determine chairperson of the committee, contact her/him and explain the project, its potential utility to the committee, and the need for evaluation. For major topics, Martin, Norman, Hardin and Ensor should consult before agreeing to take them on.

Evaluation: Ensor and Hardin will develop a questionnaire to be completed by at least the committee chair, emphasizing the actual utilities of enhanced services to the committee....

Marketing Memos and Recipients

Memo to Library Faculty

Electronic Information Services is expanding its test phase of enhanced services for committees and administrators. We are available to conduct extensive research for University-related information needs of these clients, from a database or manual search to document retrieval to topical information analyses. Now we need to locate people who need our services.

Please spread word of this service wherever appropriate. If you are on a committee that might like to use our services or if you know of one, please contact me or give my name to the committee chair. We really want to test this service and see if it is as valuable as we think it can be, and word-of-mouth is the key. Thanks!

Memo to Selected Faculty and Administrators

Electronic Information Services, a unit within the Reference Department of Indiana State University Libraries, is testing a new service we are calling Enhanced Information Services for Administrators and Committees. We feel that the library has access to a lot of material and information that could help committees and administrators in the performance of their university duties. We would like to facilitate access to that information in a way that maximizes your time and makes the best use of the librarian's professional capabilities.

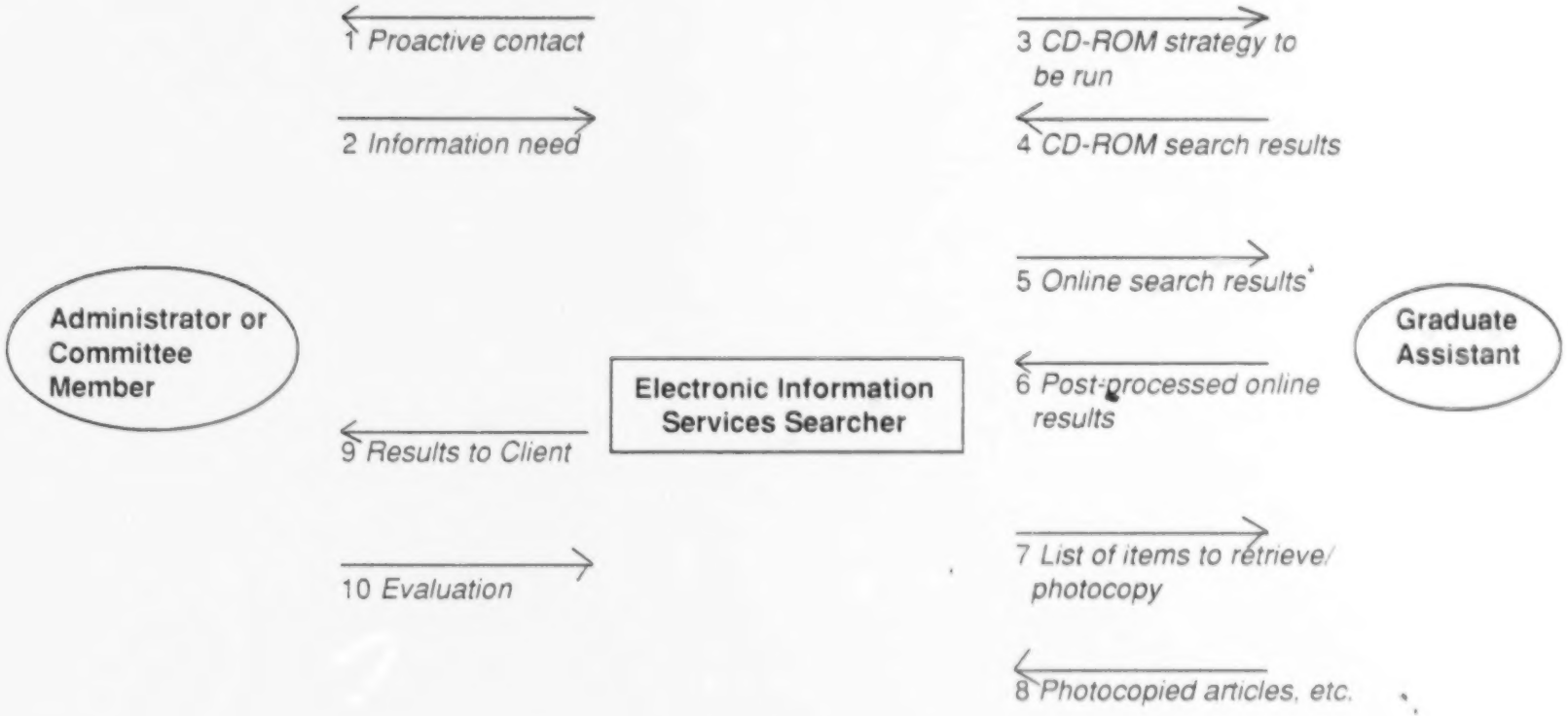
What do we actually mean by all of this? When you have an information need related to your university duties, we will discuss it with you and produce anything from a single quick answer to a bibliography to actual books and documents to information analyses. Sample topics might include multicultural relations on campus, student retention, recruitment programs that other universities have in areas you are interested in, value-added educational assessment, and dealing with AIDS on campus. The search for information is based on your need as a committee member and/or administrator.

Please get in touch with me if you want to explore this service further. You have nothing to lose, and, we think, a lot to gain for yourself and the university. Feel free to call me at x2580. I probably will try to contact you in the next few weeks to set up a meeting, if you are interested in this service.

Recipients of First Round of Memos

Dean, Associate Dean, and Acting Associate Dean for Curriculum, College of Arts and Sciences
Chair, Faculty Senate
Coordinator, Womens' Studies Program
Coordinator, General Education
Assistant Director, Residential Life
Director, International Studies

Enhanced Information Services Process



Results

Number of Patrons	11	*Number of Topics*	20

Purposes

Administrative	16	*Committee*	4

Average Time Spent Per Topic

Professional Librarian	52.5 minutes	*Graduate Assistant*	115.4 minutes
Support Staff	6 minutes	*Lending Services Student*	27.7 minutes

Length of Time from Submission of Request to Delivery of Bulk of Articles
9 days

Databases Used

CD-ROM	Online	On OPAC
ABI/Inform - 1 use	FAPRS (Catalog of Federal Domestic Assistance) - 1 use	WILI (Business Periodicals Index, General Science Index, Humanities Index, Social Science Index) - 7 uses
Applied Science & Technology Index - 1 use	Grants Database - 1 use	
Dissertation Abstracts - 8 uses	National College Databank - 1 use	
ERIC - 20 uses	Social Scisearch - 2 uses	
General Periodicals Index-Academic - 2 uses		
Medline - 2 uses		
PsycLIT - 1 use		
Sport Discus - 1 use		

Selected Topics
Developing programs in international studies
Womens' studies programs
Multicultural relations in residential life
Date rape
Interdisciplinary studies
Liberal arts outcomes assessment
Life experience college credit
Campus wellness programs
Required orientation courses
Academic computing strategic planning
Maternity leave at universities
Hiring tenured faculty
Role of science in general education
Education for prevention of sexually transmitted diseases

Evaluation

Please answer the following questions and return this form to Pat Ensor, Library. If you have questions, please contact me at x2580. Your evaluation of this service is essential, so that Electronic Information Services can decide whether to continue offering it, and/or how to improve it.

1. Please check all of the services below which the Electronic Information Services unit performed for you.

____Electronic information searching on a broad topic
____Answering of "ready reference" or brief fact question
____Retrieval of a few good literature items
____Retrieval of items you requested after you saw results of your search
____Analysis and summary of literature on a topic
____Other (Please specify.)

2. Please check all of the services below which you think would be useful to you in the future, even if you have not used them before.

____Electronic information searching on a broad topic
____Answering of "ready reference" or brief fact question
____Retrieval of a few good literature items
____Retrieval of items you requested after you saw results of your search
____Analysis and summary of literature on a topic
____Other (Please specify.)

3. I used the information retrieved by the library for the following purposes.

____Administrative ____Committee ____Other (Please specify.)

4. Please rate the usefulness of the enhanced information services the library provided.

1(Very Useful) 2 3 4(Not at All Useful)

5. Please indicate your satisfaction level with enhanced information services.

1(Very Satisfied) 2 3 4(Not at All Satisfied)

6. Please check the statement below with which you most agree.

____Enhanced information services were provided within the time frame that I needed.
____Enhanced information services took too long for my information need.
____Other (Please specify.)

7. Please check the statement below with which you most agree.

____The information I received was not of any use to me in any way.

____The information I received was interesting and informative, but did not help me in my university work.

____The information I received was of some aid in my university work.

____I believe the information I received made a material difference in the way my university work was done.

8. What did you like most about enhanced information services?

9. What did you like least about enhanced information services?

10. Please provide any further comments you have about enhanced information services.